

P A R E
S E L F



Connecticut Fire Academy
State of Connecticut Commission on
Fire Prevention and Control
34 Perimeter Road, Windsor Locks, CT 06096-1069
www.ct.gov/cfpc

Non-Profit
Organization
U.S. Postage
Permit No. 2621
Hartford, CT 06101

2004 SEMINAR SERIES

CONNECTICUT FIRE ACADEMY

*"We've always done it
that way."*

*It's not my fault, I don't
know how it happened."*

*"I've never been counseled
on that before."*

"We're only volunteers."

*"It's not in my
contract."*

*"Are you the Fire Chief or are
you here to make friends?"*

P R E
Y O U R

BEFORE YOU GET BURNED!

Who in the world is Gordon Graham?



Tired of the same old cognitive learning of fire service seminars and fire officer workshops? Are you more interested in learning in a "down to earth no hold back environment"? Then we have the program for you. Gordy will have you in stitches while you retain information that will help you not only in the fire service but also in life's everyday relationships. He focuses his efforts in areas of Organizational and Operational Risk Management, Civil Liability, Professionalism, and Ethical Decision-Making and presents them in ways few can match. These management seminars will provide comic relief from the same old management theory seminars you are accustomed to.

Gordon Graham is a 30-year veteran of California Law Enforcement. During his tenure as a police professional, he was awarded his Teaching Credentials from California State University, Long Beach. He later graduated from the University of Southern California with a Master's Degree in Safety Systems Management. Subsequent to this he graduated from Western State University with a Juris Doctorate. His education as a Risk Manager and experience as a practicing attorney, coupled with his extensive background in law enforcement, have allowed him to rapidly become recognized as a leading professional speaker with multiple areas of expertise.

PROGRAM ONE

PROGRAM ONE

March 19, 2004 - Milford Connecticut
8 - Hour / Full Day Program

Maximizing the Effectiveness of Performance Evaluations is an operational risk management approach to this most important document. From analyzing the job description and setting goals to interim feedback and preparation of the document, this program is an excellent wake up call to prevent the common problems caused by not taking the process seriously. Ill-prepared performance evaluations today are sowing the seeds for major employment law issues in the future. Attendees will receive a copy of GRIPE, Graham's Rules for the Improvement of Performance Evaluations.

Progressive Discipline is a block of instruction designed both for the first line supervisor and for managers within an organization. Failure to adequately discipline can cause a host of problems, both internal and external. This block identifies the problems with discipline in an organization, and why supervisors, management and (HR) Human Resources must work together to have an effective program of discipline. Attendees will receive a copy of GRAED, Graham's Rules for the Application of Effective Discipline.

8:30 A.M. - 4:30 P.M.
March 19, 2004 - Milford
Course # 04120121
Program 1: Maximizing the Effectiveness of Performance Evaluations
Progressive Discipline

Registration post marked before March 1, 2004 \$60
Registration post marked after March 1, 2004 \$80

Program includes lunch
No registration at the door
Registration Cut-off Date Friday March 12, 2004

"I never knew learning management theory could be so much fun, his program was more than I expected"

"He provided me tools for both my career and personal life's pursuits, I would recommend this program to anyone"

PROGRAM TWO

PROGRAM TWO

March 20, 2004 - Manchester Connecticut
8 - Hour / Full Day Program

Ethical Decision - Making is an overview of the decision making process. So many organizations have never given training to personnel on "how to" make good solid ethical decisions. It is relatively easy to make a good decision on a "high frequency" event, and what needs to be considered in the decision making process. In this presentation a ten-step process, GRIDM, is covered to demonstrate a technique to produce better ethical decisions on a consistent basis.

Customer Service - Creating WOW Service
Successful private sector organizations have always recognized the need for serious customer service. Their approach goes beyond "lip service" to really ensure that customers are treated right. They have learned that organizations that do not take this seriously are soon without customers. As we enter the 21st century, the public sector is being analyzed like never before. Customer service has always been important, but in this age of privatization and consolidation, the survival of any public sector organization is dependent on the maximization of this concept on each and every contact made. In this presentation, the attendee will learn the three essential ingredients of Customer Service, and how to analyze each contact with an eye towards creating WOW. Attendees will receive a copy of GRECS, Gram's Rules for Enhancing Customer Service.

8:30 A.M. - 4:30 P.M.
March 20, 2004 - Manchester
Course # 04120221
Program 2: Ethical Decision-Making is an Overview on the Decision-Making Process
Customer Service - Creating WOW Service

Registration post marked before March 1, 2004 \$60
Registration post marked after March 1, 2004 \$80

Program includes lunch
No registration at the door
Registration Cut-off Date Friday March 12, 2004

SEMINAR APPLICATION

**Connecticut Fire Academy
State of Connecticut Commission
on Fire Prevention and Control**

Phone • 1(877) 528-3473 (Toll Free In CT)
1(860) 627-6363

Please print/type and mail/fax with payment to:
**CFPC, 34 Perimeter Road, Windsor Locks, CT
06096-1069 • Fax (860) 654-1889**

ID Number _ _ _ - _ _ _ _

Your ID Consist of the First (3) Letters of your last name and Last (4) number of your social security number

Example: John Adams - SS # 000-00-5555
The new ID # will be ADA-5555

Last Name

First Name

Home Address

City

State

Zip

Phone (Home)

Work

☐ Cell or ☐ Pager

E-Mail

Fire Department/Organization

☐ Course # 04120121-Milford

☐ Course # 04120221-Manchester

Method of Payment — Payment is required at time of registration. Faxes must include Credit Card or Purchase Order #.

☐ Check made payable to CFPC

☐ Purchase Order #

☐ VISA ☐ MasterCard Card #

Card Holder's Name:

Card Holder's Signature:

Exp. Date:

For more information please contact CFA at 1-877-528-3473
Extension 286 or log on to www.ct.gov/cfpc

There will be no applications accepted after March 12, 2004

Upon receipt of application you will be sent a confirmation with directions to site and refund information.